HI

Hello again! How can I assist you today?

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# STRAIGHT FORWARD PROMPT

**Prompt 1 – "Book an Appointment":**

Response-

I can help with that! Could you please provide the following details to schedule your appointment?

1. **Preferred date and time:**
2. **Specialty or department you'd like to book with (e.g., general medicine, cardiology, etc.):**
3. **Your full name:**
4. **Contact number:**
5. **Reason for visit (if you'd like to share):**

Once I have that info, I can finalize the appointment for you!

**Prompt 2-"Emergency help":**

Response-

I'm here to assist you. If this is a **medical emergency**, please dial **[your local emergency number]** immediately for immediate help.
If you're experiencing symptoms or need urgent medical advice, please describe your situation, and I'll guide you through it. Stay calm, and I'll do my best to assist you quickly.

**Prompt 3-" View your test reports":**

Response-
To view your test reports, I can guide you through the process. Could you please provide the following details?

1. **Your full name**
2. **Date of birth**
3. **Test type** (e.g., COVID-19 test, blood work, etc.)
4. **Patient ID or reference number** (if applicable)
   Once I have these details, I'll help you access your test results or direct you to the appropriate resources.

**Prompt 4-" Check doctor Availability":**

Response-

Sure, I can help you check doctor availability. Please provide the following information:

1. **Department or specialty** (e.g., General Medicine, Pediatrics, Orthopedics, etc.)

2. **Preferred date and time**

3. **Do you prefer a specific doctor?** (Yes/No – If yes, please provide the name)

4. **Mode of consultation** (In-person or Online)

Once I have these details, I'll check the availability for you.

## TABULAR FORMAT PROMPT

**Prompt 1:**

| User Prompt |
| --- |
| Emergency Help |
| View Test Reports |
| Check Doctor Availability |
| Book an Appointment |

Response –

👋 Hello! How can I assist you today?
Please choose an option by typing or tapping:

```sql
1  Emergency Help
2  View Test Reports
3  Check Doctor Availability
4  Book an Appointment
```
Copy    Edit

✅ *Just type the option name or number (e.g., "2" or "View Test Reports").*

## PROMPT 2-

| S.No | User Prompt |
|------|-------------|
| 1 | Timings to Visit |
| 2 | Procedure to Admit |
| 3 | Emergency Help Contact |

Response-

| S.No | User Prompt | Bot Response |
|------|-------------|--------------|
| 1 | Timings to Visit | "Visiting hours are from 10:00 AM to 12:00 PM and 5:00 PM to 7:00 PM on weekdays." |
| 2 | Procedure to Admit | "Please visit the Admission Desk with a doctor's referral, ID proof, and insurance papers." |
| 3 | Emergency Help Contact | "For emergencies, call ☎ 102 or reach our 24/7 emergency line at 1800-123-456." |

# PRECEEDING QUESTION PROMPT

**1.User prompt 1:**

"Book an Appointment"

Response-

"To book an appointment, please provide your Full Name, Contact Number, Preferred Date & Time, Department, and Reason for Visit."

2. **User prompt 2:**

" Name- Rahul

   Number- 984XXXXX

   Date-25.03.27

   Time- 9.30 am

   Reason- fever"

Response-

Thank you, Rahul. Here are your appointment details:

| Detail | Information |
| --- | --- |
| Name | Rahul |
| Contact Number | 984XXXXX |
| Appointment Date | 25.03.27 |
| Time | 9:30 AM |
| Reason for Visit | Fever |

✅ **Your appointment request has been recorded.**

We will confirm the availability of a doctor and send you a notification shortly.

Would you like to choose a department or let us assign one based on your symptoms?

## 3. User prompt 3:

"Assign a department"

Response- General Medicine

📅 Your request is now being processed. You'll receive confirmation once the doctor is assigned.
Would you like to receive updates via SMS or email?

## 4.User prompt 4:

"Email me"

Response- Your appointment details will be sent to your email shortly. Please check your inbox for confirmation and any further instructions.

If you need anything else, feel free to let me know!